

Behavior Support

Definition

Behavior Support addresses problem behaviors of a HASCI Waiver participant by using validated practices to identify causes and appropriate interventions that prevent or reduce occurrence. It includes functional behavior assessments and analyses; development of behavior support plans; implementing interventions designated in behavior support plans; training key persons to implement interventions designated in behavior support plans; monitoring effectiveness of behavior support plans and modifying as needed; and educating family, friends, or service providers concerning strategies and techniques to assist the participant in preventing/controlling/modifying inappropriate behaviors.

Service Unit

Behavior Support Assessment: one unit equals thirty (30) minutes

Ongoing Behavior Support: one unit equals thirty (30) minutes.

Refer to the current HASCI Waiver rate table for reimbursement amounts. *This can be accessed via the SCDDSN Application Portal >R2D2 >View Reports >Waiver >Service Rates >HASCI.*

Service Limit / Restrictions

There is no set limit for Behavior Support funded by HASCI Waiver; however, units must be authorized based upon a Behavior Support Assessment and consistent with the participant's Behavior Support Plan. It is expected the participant will improve in functioning or otherwise continue to benefit from ongoing Behavior Support.

For a HASCI Waiver participant who receives Residential Habilitation, behavior support is a component of Residential Habilitation and included in the rate paid to the residential provider.

If it is needed by the participant, the residential provider must directly provide or obtain it.

For documentation and monitoring purposes, however, HASCI Waiver Behavior Support is separately authorized to the residential provider.

Providers

Behavior Support funded by the HASCI Waiver must be provided by:

- an individual enrolled with SCDHHS as a provider of Behavior Support Services; the provider must also comply with SCDDSN Behavior Support Services Standards
- a DDSN-contracted provider of Residential Habilitation that currently serves a specific HASCI Waiver participant in need of Behavior Support; the residential provider must employ or contract with an individual enrolled with SCDHHS as a provider of Behavior Support Services; the provider must also comply with SCDDSN Behavior Support Services Standards

Arranging and Authorizing the Service

If the Service Coordinator determines that a HASCI Waiver participant needs and requests Behavior Support, the need must be clearly documented in the person's Support Plan, including the specific problem behaviors that need to be addressed.

Initially, a Behavior Support Assessment must be arranged and authorized. The participant or representative must be offered choice from among available providers of Behavior Support.

Offering of choice and the provider selected must be documented in a Service Note.

Offering of choice of a Behavior Support provider is not required if the participant is receiving HASCI Waiver Residential Habilitation. If a behavior support assessment is needed, the residential provider must directly provide or obtain it. For documentation and monitoring purposes, however, Behavior Support is separately authorized to the residential provider.

After a provider is identified, the participant's Support Plan must be updated to clearly reflect the name of the service and payer, the amount, frequency, and duration of the service, and the provider type.

Budget information for the service must then be entered into the Waiver Tracking System (WTS) and service information must be entered into the Service Tracking System (STS).

To initiate the service following WTS processing, the provider must be authorized using the *Authorization for Behavior Support* (HASCI Form 12M). *This can be accessed via the SCDDSN Application Portal >Business Tools >Forms >HASCI Waiver.* A copy must be maintained in the participant's file.

After the Behavior Support Assessment has been completed, it must be reviewed by the Service Coordinator. If the assessment justifies additional or ongoing Behavior Support, the participant's Support Plan must be updated to clearly reflect the name of the service, the amount, frequency, and duration of the service, and the provider type.

Budget information for the service must then be entered into the Waiver Tracking System (WTS) and service information must be entered into the Service Tracking System (STS).

To initiate the service following WTS processing, the provider must be authorized using the *Authorization for Behavior Support* (HASCI Form 12M). *This can be accessed via the SCDDSN Application Portal >Business Tools >Forms >HASCI Waiver.* A copy must be maintained in the participant's file.

Billing

For an individual enrolled with SCDHHS as a provider of Behavior Support Services, the service must be Direct-billed to SCDHHS. This must be checked on the *Authorization for Behavior Support* (HASCI Form 12M); a prior authorization number must be assigned.

For a SCDDSN-contracted provider of Residential Services, Behavioral Support must be Board-billed to the participant's Financial Manager agency. This must be checked on the *Authorization for Behavior Support* (HASCI Form 12M); a prior authorization number is not required.

- The Residential Services provider is responsible for maintaining documentation that Behavior Support was rendered for each unit billed.
- The Financial Manager agency must follow *Procedures to Report and Bill for Board-Based Services Provided to HASCI Waiver Recipients* to receive reimbursement from SCDDSN. *This can be accessed via the SCDDSN Application Portal >Business Tools >Forms >Finance Manual Chapter 10, Section 10-14.*

Monitorship

The Service Coordinator must monitor provision of each HASCI Waiver service received by a participant to:

- verify the service is being provided as authorized and consistent with the service definition,
- assure the usefulness and effectiveness of the service,

- determine the participant's and/or representative's satisfaction with the service and service provider(s), and
- confirm health status and safety of the participant.

Monitorship includes:

- Contact with the participant and/or representative within two (2) weeks after beginning the service or beginning with a new provider of the service,
- Contact with the participant and/or representative at least bi-monthly (every other month),
- Contact with service providers as necessary to confirm health status and safety of the participant and appropriate provision of authorized services,
- Face-to-face visit with the participant at least every six (6) months (180 days), and
- Review of the participant's Support Plan as often as needed, but at least every six (6) months (180 days).

Monitoring contacts, face-to-face visits, and review of the participant's Support Plan must be documented in Service Notes.

Behavior Support Assessment must be monitored to ensure findings and recommendations address the behaviors that necessitated the assessment. These must also be reviewed with the participant and/or representative to ensure satisfaction with the Behavior Support provider, especially if additional or ongoing service is recommended.

Additional or ongoing Behavior Support must be monitored by reviewing progress toward goals or intended outcomes of the participant's behavior support plan. The Service Coordinator must review progress notes from the provider to ensure that the service is being provided as authorized and continues to be useful and effective. It must be determined if progress is being made, and if not, what efforts the provider is making to promote progress or to modify the behavior support plan as necessary.

The Service Coordinator must also review progress with the participant and/or representative to ensure satisfaction with the service and the Behavior Support provider.

Information obtained during monitoring may lead to changes in authorized HASCI Waiver services, such as increased or reduced units, change of provider, or change to a more appropriate service.

Service Denial, Reduction, Suspension, and Termination

If a HASCI Waiver participant is denied a service that was requested or denied an increase in units of a service already authorized, the Service Coordinator must provide written notification to the participant or legal guardian, including reason for denial. Information concerning SCDDSN Reconsideration and SCDHHS Appeal must also be provided.

If a participant's authorized units of a HASCI Waiver service must be reduced, temporarily suspended, or indefinitely terminated, the Service Coordinator must provide written notification to the participant or legal guardian, including reason for the action. Information concerning SCDDSN Reconsideration and SCDHHS Appeal must also be provided.

Except when the action was requested by the participant or legal guardian or if the action is due to the participant's death, admission to a hospital or nursing facility, or loss of Medicaid and/or HASCI Waiver eligibility, there must be at least 10 calendar days between the date of notification and effective date of the action.

Written notification to the participant or legal guardian is made using the following forms, which are also used to notify each affected service provider of the action:

- *Notice of Denial of Service* (HASCI Form 11C)
- *Notice of Reduction of Service* (HASCI Form 11A)
- *Notice of Suspension of Service* (HASCI Form 11B)
- *Notice of Termination of Service* (HASCI Form 11)

These can be accessed via the SCDDSN Application Portal >Business Tools >Forms >HASCI Waiver.

When the action becomes effective, the person's Support Plan must be updated. Budget information in the Waiver Tracking System (WTS) must be adjusted accordingly. For service reduction or termination, excess or unused units must be deleted from the budget. Service information in the Service Tracking System (STS) must be updated as necessary.